

## QUERY TYPE AND RESPONSE CODES

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### 1.0. CONTRACTOR QUERY TYPES AND RELATED CODES

QUERY CODE	QUERY TYPE
00	Deactivate lockout query
10	Claim status query
20	Claim update query
30	Customer service status query
40	Adjustment query
60	Transaction history request query
80	Update without claim query

### 2.0. RESPONSE CODES

2.1. All responses will contain the processing time stamp for the current query.

2.2. Responses will overlay the zero in the second position with one of the following response codes.

RESPONSE CODE	RESPONSE MEANING	NOTES AND DEFINITIONS
x1	Approval	<p>On response type 01, all incoming information is included.</p> <p>On response types 11 and 31, all incoming information and current deductible and cap information from the CCDD is included.</p> <p>On response types 21, 41, and 81, all incoming information is included. The deductible and cap met status from the CCDD after update from the query replace the contractor's submitted deductible and cap information.</p> <p>On response type 61, all applicable history records are included with YTD totals included on the last record.</p>

RESPONSE CODE	RESPONSE MEANING	NOTES AND DEFINITIONS
x2	Edit error	Error on the query requiring that the contractor resubmit it. Error codes identifying the error and the lockout time stamp are shown on the response.
x3	Claim in process	<p>A claim is in process on which an acceptance has been sent in response to the type 10 query within the last 48 hours. <b>The record may or may not have been updated.</b> The time stamp of the lockout time stamp is shown in the response.</p> <p>For a type 13 response, (to the same contractor that queried the type 10 that caused the lockout) the contractor must update the met amounts with data for the claim in process before completing the payment calculation.</p> <p><b>If query was for a different contractor than the owner of the lock, the identity of the contractor owning the lockout will be shown. Otherwise, YTD totals will be returned.</b></p>
x4	Lock out	<p>A claim is in process and processing cannot be continued on this action until the <b>CDD</b> is updated. This will occur:</p> <ul style="list-style-type: none"> <li>• On claim status queries if another contractor transmitted the status query, the contractor must wait 48 hours from the lockout time stamp to permit updating the record, and requery.</li> <li>• On claims status queries for contractors that elect to be locked out on all claims or for contractors that elect to be locked out on their own individual claim open items if the contractor internal control number and/or HCSR does not match, the contractor must resubmit the status query after the update query is transmitted.</li> <li>• On cancellations (regardless of who has the claim in process), the contractor must resubmit the cancel record after 48 hours from the lockout time stamp to permit processing of the claim.</li> </ul> <p>The contractor number for the contractor that sent the open claims status query is shown along with the lockout time stamp.</p>

**3.0. RESPONSES (GENERAL)**

**3.1.** Responses (approval, edit error or lockout) are made in response to all queries. Responses that do not require a review of transaction history but only require a review of the master summary (types 0x, 1x, 2x, 3x, 4x, and 8x) will take less than three seconds. Responses that require history review (types 4x and 6x\_) may take up to 10 - 15 seconds. If the contractor has not received a response to the status query within 48 hours they must resubmit it. If the contractor has not received a response to their update, adjustment, or cancel query within 48 hours, they must submit a status query to determine if the requested action was taken.

**3.2.** The contractor must be aware that if the 48 hour lockout period has elapsed after posting of a claims status query (type 10), the lockout has expired and another contractor can take control of the record for its claim. Update transactions received **where no lockout is in place will not be accepted or processed.**

**3.3.** The proper query and response formats are shown in [Chapter 10, Section 5](#).

**4.0. CANCEL QUERY**

Type 00 (cancel query) is used to cancel an open query. Cancellation terminates an existing lockout for the specified claim control number. Only the contractor that set the lockout with a type 10 query may terminate the lockout. This query is used when the contractor determines that an earlier claim status query they submitted does not require update or that a claim was left open with a lockout option 5 and needs to be unlocked. Possible responses to a type 00 query are:

RESPONSE CODE	DEFINITION	DISCUSSION
01	Acceptance	The existing lockout time stamp is removed if sponsor SSN, FY, contractor number, and contractor internal control number match those on the master summary record. No lockout time stamp is shown in the response. If the lockout time stamp has already expired, the contractor will still receive an 01 response without a lockout time stamp.
02	Edit error	If the matching record is not found, the CDD will return an 02 response. See <a href="#">Chapter 10, Section 6</a> for specific edit errors and identifying codes.

## 5.0. CLAIM STATUS QUERY

Type 10 (claim status query) is used to request the year to date (YTD) deductible and catastrophic cap status from the **CCDD** and to lock the family. The contractor must query before calculating payment in order to have the proper met amounts available for their calculation process. Possible responses to a type 10 query are:

RESPONSE CODE	DEFINITION	DISCUSSION
11	Acceptance	<p>All information submitted in the query is returned to the contractor in addition to FY met to date status for the FY queried for beneficiary deductible, patient cap, family deductible, and family cap. These amounts do not include amounts from the current claim.</p> <p><b>CCDD</b> will not provide met status data on a claim query from another contractor until the earlier of: (1) the first contractor deactivates the lockout with a query containing a lockout indicator of 6 or sends a query type 00 or (2) after expiration of the lockout.</p> <p>If the first contractor should query again before <b>CCDD's</b> receipt of an unlocking update or adjustment query (types 20 or 40), see 13 and 14 below.</p>
12	Edit error	<p>See <a href="#">Chapter 10, Section 5, paragraph 2.0.</a> for record content and <a href="#">Chapter 10, Section 6</a> for edits. All information submitted on the query is returned to the contractor along with error codes describing the errors in the query. The contractor must resubmit the query with correct data.</p>
13	Claim in process	<p>Family is locked by the same contractor and the lockout indicator on the current claim status query is <b>2, 3, or 4. YTD totals will be returned if family is locked by the same contractor.</b></p> <p>All information submitted on the query will be shown on the response in addition to the met amounts at the time of the lockout time stamp.</p>
14	Lock out	<p>A family is locked by another contractor within the last 48 hours.</p> <p>All information submitted on the query, plus the contractor number for the locking contractor and the lockout time stamp are shown in the query response.</p> <p>The contractor must requery after allowing 48 hours from the lockout time stamp for the update to be processed.</p>

**6.0. CLAIM UPDATE QUERY**

Type 20 (Claim update query) is used to update the CCDD with additional deductible and catastrophic cap amounts.

**6.1.** An update or adjustment query is necessary after each status query to add to or change the amounts met for the FY. If, subsequent to the status query, the contractor denies the claim or otherwise determines that no deductible or cap posting is appropriate, they should submit a 00 deactivate lockout query to permit earlier access to the CCDD.

**6.2.** The following responses are possible to a type 20 query:

RESPONSE CODE	DEFINITION	DISCUSSION
21	Acceptance	The update has been received and accepted for processing. All information submitted is returned to the contractor on the response except that year to date amounts show status after update instead of amounts to add as shown in the contractor's submission.  See <a href="#">Chapter 10, Section 5, paragraph 2.0.</a> for the record content.
22	Edit error	See <a href="#">Chapter 10, Section 5, paragraph 2.0.</a> for record content and <a href="#">Chapter 10, Section 6</a> for edits. All information submitted on the update query and error codes describing the errors are returned on the response. Resubmit the query with correct data.
24	Lock out	The contractor did not submit the update query within 48 hours of receiving approval on the status query, and another claim status query was received after the 48 hour lockout was discontinued and before the contractor transmitted an update query that passed edits and it is still open. The contractor must start over with a status query (type 10), and recalculate their claim. The contractor number for the contractor causing the lockout and the lockout time stamp are shown in the response.

**7.0. OTHER STATUS QUERY**

Type 30 (Other status query) is used for queries not related to claims in process (customer inquiries or resolution of problems on processed claims).

**7.1.** This query does not establish or encounter a lock out, but if an open claims status query is present, this fact is reported.

**7.2.** Met amounts are shown.

**7.3.** The following responses are possible to a type 30 query:

RESPONSE CODE	DEFINITION	DISCUSSION
31	Acceptance	Provides FY met to date status for the FY queried for beneficiary deductible, patient cap, family deductible, and family cap. If all FYs are requested (FY=YY), there is one response for each active FY. If a family is locked, a response code 33 is returned.
32	Edit error	See <a href="#">Chapter 10, Section 6</a> for edits. All information submitted on the status query is shown in the response in addition to the applicable error codes. Current amounts from the <b>CCDD</b> are not shown. Resubmit the query with corrected data.
33	Claim in process	A family is locked. Met amounts are shown <b>provided inquiry is by the contractor holding the lock</b> . The contractor number for the contractor that is locking the family is shown along with the lockout time stamp for that query.

## 8.0. ADJUSTMENT QUERY

Type 40 (Adjustment query) is used to adjust posted deductible or catastrophic cap information.

**8.1.** Submit a claims status query (type 10) prior to submitting the claim adjustment (type 40).

**8.2.** Furnish the amounts of the adjustment; not the correct total met amount. Include the positive or negative signs.

**8.3.** Possible responses to a type 40 query are:

RESPONSE CODE	DEFINITION	DISCUSSION
41	Acceptance	See <a href="#">Section 5, paragraph 2.0</a> . for record content. The year to date met amounts show status after update from the query, instead of the adjustment amounts reported in the query.
42	Edit error	See <a href="#">Chapter 10, Section 6</a> for edits. Resubmit with corrected data.

## 9.0. TRANSACTION HISTORY REQUEST

Type 60 (Request for transaction history record) is used to request a copy of each **update** transaction that has been processed for a specified family, beneficiary or claim control number for one or **three** fiscal years.

**9.1.** The contractor specifies the family, individual or claim control number and the FY or **three** FYs using a history request type in the query and receives a record of all processed **update** transactions for the requested **query**. Transactions processed by other contractors are included in the response.

**9.2.** The available history request types are:

REQUEST TYPE	TRANSACTIONS REQUIRED
02	All family update pairs (claims, adjustments and cancellations) except lockout for the specified FY. This includes all queries with acceptance, claim in process, and edit error responses. Customer service queries (type 30 or 60) and responses are excluded.
03	All beneficiary transactions for the specified FY. This includes all queries (approvals <b>and</b> claims in process). Customer service queries (type 30 or 60) and responses are excluded.
04	All beneficiary update pairs (claims, adjustments and cancellations) except lockout for the specified FY. This includes all queries with approval <b>and</b> claim in process. Customer service queries (type 30 or 60) and responses are excluded.
05	All queries for the specific contractor internal control number, including all HCSR suffixes for the specified FY. Customer service queries (type 30 or 60) and responses are excluded.
06	All queries for the specific claim number, restricted to the HCSR suffix shown on the request for the specified FY. Customer service queries (type 30 or 60) and responses are excluded.
YY	All FY transactions for all years in the <b>CCDD</b> for the sponsor SSN, including any transactions reported under a previous SSN that has been corrected, and also including those for a former spouse. Customer service queries (type 30 or 60) and responses are excluded.

**9.3.** Possible responses to a type 60 query are:

RESPONSE CODE	DEFINITION	DISCUSSION
61	Acceptance	For processable requests the contractor receives two transactions for each query and response, i.e., the query and related response will be returned as two records, showing the input from the query record and the complete response. Records are sequenced in order of processing, last date to first. The contractor receives a record of all approved claims in process and edit error transactions from all contractors
62	Edit error	See <a href="#">Chapter 10, Section 6</a> for edits. Resubmit with correct data.

## 10.0. NON-CLAIM UPDATE

Type 80 (Nonclaim update) is used to request crediting of amounts not relating to claims processed by contractors, such as TRICARE Europe claims.

10.1. There cannot be a claim in progress (which locks the family) for a type 80 query to be successfully processed.

10.2. Possible responses are:

RESPONSE CODE	DEFINITION	DISCUSSION
81	Acceptance	See <a href="#">Chapter 10, Section 5, paragraph 2.0.</a> for record content. The year to date met amounts show status after update from the query, instead of the adjustment amounts reported in the query.
82	Edit error	See <a href="#">Chapter 10, Section 6</a> for edits. Resubmit with corrected data.
84	Claim in process	Wait 48 hours from the lockout time stamp for the claim to be processed and resubmit.